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News Release

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Share! Durham's NIS Dept. seeking customer feedback; <http://www.surveymonkey.com/s/NISCustomerSatisfaction>

Durham's Neighborhood Improvement Services Dept. Seeks Resident Feedback

Online Customer Satisfaction Survey Open Until October 5th

DURHAM, N.C. – If you have an opinion about how the City of Durham's Neighborhood Improvement Services Department is serving the community, from now until October 5th is your chance to rate the quality of your experience in working with this department.

The Customer Satisfaction Survey, available at <http://www.surveymonkey.com/s/NISCustomerSatisfaction>, is part of the department's efforts to improve its customer service to Durham residents. The survey is also available in hard copy form upon request and can be submitted at City Hall, located at 101 City Hall Plaza, or at the City's Neighborhood Improvement Services Department, located on the third floor at 807 E. Main St.

According to Director Constance Stancil with the City's Neighborhood Improvement Services Department, the data collected from this survey will help identify the department's strengths and weaknesses in serving the community. "Resident input is important for us to understand how residents feel about the customer service we provide," Stancil said. "I am hopeful residents will take a few moments out of their day to tell us how we are doing. Their responses will help us to serve them better in the future."

According to Stancil, information from the survey will also help the department identify where to focus future efforts to improve customer satisfaction, and allow the department to incorporate the results into their departmental strategic plan and budget proposals for the next fiscal year. "It

is vital we clearly understand the issues impacting our residents,” Stancil added. “This survey is an opportunity for residents to let know us how well we are doing as public servants, and what we as a department can do to improve.”

The department implemented a similar survey in 2012 to collect and use survey data to better understand how residents perceive the services they received from the department. More importantly, they then used that data to address the feedback they received. “In the past, survey feedback has indicated that the department needed to increase residents’ engagement and participation in community events. We responded with the creation of a community engagement plan, which includes the implementation of the Bull City Play Streets, Community Listening sessions, and direct outreach to homeowner and neighborhood associations,” Stancil said. “We do listen and adjust our work to reflect the needs of the community. We hope that our residents see we take their feedback to heart, and take the time to give us some feedback because we do take it seriously.”

About the Neighborhood Improvement Services Department

The Neighborhood Improvement Services Department works to preserve and improve quality of life conditions for Durham residents, and to encourage active participation in neighborhood redevelopment and public policy and decision making dialogue. The department is responsible for enforcement of quality of life ordinances and state statutes including the City’s Fair Housing Ordinance, Minimum Housing Code; Nonresidential Code; Weedy Lot, Abandoned & Junk Vehicle ordinances; and the State of North Carolina’s Unsafe Building Statute. The department’s rapid responders, known as the Impact Team, remediate non-compliant housing properties; abate public nuisances, such as litter, graffiti, illegal dumping, and abandoned shopping carts; and conduct neighborhood service projects. The department’s Community Engagement staff provides outreach and education to Durham residents and community organizations. Guided by the City’s Strategic Plan, the department helps ensure that Durham has thriving, livable neighborhoods by providing the highest quality of services to engage and educate the community, eradicating blight, ensuring safer neighborhoods and enhancing neighborhood revitalization. For more information, visit <http://DurhamNC.gov/ich/cb/nis/Pages/Home.aspx>.

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